

The logo for the Washington State Home Care Quality Authority. It features the words "Washington State" in a blue script font, followed by "Home Care" in a large, bold, black serif font, and "Quality Authority" in a large, bold, black serif font. The text is set against a background of a photograph showing an elderly woman in a wheelchair being assisted by a caregiver, with another person standing nearby. The entire logo is framed by a blue and yellow wavy border.

Washington State Home Care Quality Authority

Summer 2009

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STAY WHERE YOU ARE

*A Resource Guide for
Seniors and Adults with
Disabilities in
Washington State is
now available through
on-line order request.
See details inside!*



Updates and Highlights

By Rick Hall, Executive Director

The Home Care Quality Authority truly appreciates your interest in our activities and for taking the time to read our Newsletter. As always, my thanks go out to our great staff and Board members who make this all happen.

Here is a brief look at the latest news:

Some Registry Sites Closing July 1st!

During this difficult past legislative session, our lawmakers had to make some very painful decisions in order to confront the State's ongoing fiscal crisis. Because of this, very few State programs went untouched, including ours. Indeed, we were hit particularly hard with a 29% overall reduction in our budget for the upcoming 2009-2011 biennium. More than half of this reduction was specifically directed to closure of some Home Care Referral Registry sites.

Although the Home Care Referral Registry has been very successful in helping consumers find screened and qualified home care workers, closure of regional sites will negatively affect many consumers who prefer to hire their own in-home care workers. It will also deny access for some workers to the Referral Registry who are looking for employment and/or more hours as paid caregivers.

Our Board and our staff understand the hard decisions that have to be made in these very difficult economic times. We also understand that everyone needs to share in the responsibility to achieve the necessary budget reductions. To this end, we have worked diligently to try to mitigate the impacts of these closures on both the consumers and workers that we serve.

Effective July 1, 2009, Home Care Referral Registry Services will no longer be available in the following counties: King, Douglas, Chelan, Okanogan, Ferry, Stevens, Garfield, Asotin, Columbia and Walla Walla counties. (See state map with closures indicated on page three).

We remain optimistic that this is only a temporary setback and wish to thank you for your continued support of the Referral Registry.

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The parties have had several meetings to discuss these programs as well as other subjects that have been brought forward.

Collective Bargaining

SEIU Healthcare775NW and the State of Washington have recently begun negotiations for a successor collective bargaining agreement covering in-home care workers. As we informed you previously, the Governor did not include funding in her budget for the SEIU Healthcare775NW collective bargaining agreement that was awarded by Arbitrator Timothy Williams last year. However, the legislature did appropriate funds for training and health care. The parties have had several meetings to discuss these programs as well as other subjects that have been brought forward including: wages, hours of work, certification and retirement. In addition to this, there has been discussion regarding transition issues related to the AP/IP switch for agency family caregivers that was directed by the legislature.

Private Pay Access to Referral Registry

The HCQA 2007-2009 Strategic Plan as approved by the HCQA Board calls for us to provide an implementation strategy for a possible pilot program that is intended to enable private-pay consumers in a specific Referral Registry service area the opportunity to utilize the Registry. At the April 21st HCQA Board Meeting, the Board directed HCQA staff to prepare recommendations and an implementation strategy for a possible pilot that includes two models: a Referral Registry Service for Veterans and a Referral Registry Access Service through Information and Assistance Services. Once this project is completed, the results will be presented to the Board for possible future action.

HCQA Video: **YOUR CHOICE: How to Hire an Individual Provider**

This professionally produced, consumer training video features five individuals and their families who use in-home care services as they share their experience in finding a provider. The video covers the process of seeking available providers, initial telephone screening, face-to-face interview tips and use of the Referral Registry. **View Part One of the video at:** http://www.hcqa.wa.gov/News/news_main.html

The complete DVD (parts one and two) is available through the Home Care Quality Authority upon request. Call **1-866-580-4272** to order your complimentary copy.



HCQA Resource Guide: **Stay Right Where You Are** Resources for Seniors and Adults with Disabilities Living at Home

This resource guide covers subjects such as: getting started and assessing your needs, help that is available in the home, help that is available in the community, and taking care of business legally and financially. It also has a great topical directory of resources. The Guide is available through the Home Care Referral Registries or order on-line at: <https://fortress.wa.gov/prt/printwa/wsprt/default.asp>. For more information or assistance with ordering your copies contact HCQA. Phone: 1-866-580-4272 or E-mail: info@hcqa.wa.gov.

Referral Registry Services Update

By Sherri Wills-Green, Director of Referral Registry Services

Overall, the Referral Registry continues to match consumers with available and “ready-to-go” providers. The numbers of individuals applying to be placed on the Registry has grown rapidly, in keeping with the current high rate of unemployment and slowed down economy. Registry Coordinators are working continuously to complete the screening, contracting and training of providers, ensuring that the workers are labor ready and available for employment upon request.

As Rick mentioned in his article, we are closing four Home Care Referral Registry offices. On behalf of HCQA, I would like to thank the staff who worked hard towards serving the consumers and providers in their service areas, including;

- King HCRR: Kara Albright and Jeff Cohen
- North Central HCRR: Jackie Menger and Judy Allen-Flynn
- Northeast HCRR: Randy Gay Brown and Jeff Michaelson
- Southeast HCRR: Joanne Cassetto, Rita Lenhart, Kim Cushman, Kari Potter, Louise Brown and Mary Cleveland.

We would like to thank you all for your efforts.

I would also like to thank all the Peer Mentors that served each of the Registry sites. The funding for that program ends June 30th, 2009 and will not be refunded. Each month the Peer Mentors made themselves available to assist providers with any questions or concerns related to their consumer/ employer relationship, providing a valuable service to provider and consumer alike. Thanks to all of you for your hard work as well. We wish each of you the best of luck in your future endeavors.



Parent Finds a Perfect Fit in Port Townsend

“I have used Tina Lakenes four times now and really like her. We plan on continuing to use her. Thank you so much for your quick response, she seems to be a perfect fit! After all this time it is so nice to finally have someone available to be with my son on the days I am at meetings or away from home. I am not used to having help but it sure is nice, a much appreciated addition. Thank you.” ~ Michelle Harvey

If you are receiving state funded in-home services and would like more information on how to hire an in-home care provider, contact the Home Care Referral Registry office at 1-800-970-5456.

Home Care Referral Registry Service Area Map Effective July 1, 2009



*** Note - Registry sites/service areas slated to close are indicated in gray.**

Steve Pratt Shares his Modified Segway

Steve Pratt visited the HCQA Board meeting on April 21st to share his modified Segway scooter. He explained that his modification was designed as a personal transporter to accommodate his disability. Steve presented a short video clip demonstrating his invention.

He can now work in the yard, weed his garden, carry timbers, shovel snow, and participate in outdoor family activities thanks to his modified Segway. Steve is in the process of getting patent approval for an after-market kit. He hopes to hear soon if his patent has been accepted. Steve explained that Segway does not want to be identified with his modification at this time because the Segway was not originally designed for this type of use.



HCQA Board Members

- ❖ Elizabeth Brown, Chair, Vancouver
- ❖ Andy Bell, Union
- ❖ Thomas Bungert, Tacoma
- ❖ Stan Fukui, Bothell
- ❖ Nan Kelly, Spokane
- ❖ Jesse Magana, Vancouver
- ❖ Dennis Mahar, Olympia
- ❖ Nicole Selene, Everett
- ❖ Nicki Thomas, Cathlamet

Upcoming Board Meetings

- August 18th, 2009, 10:00am – 2:00pm
- October 20th, 2009, 10:00am – 2:00pm
- December 15th, 2009, 10:00am – 2:00pm

All meetings are located in the HCQA Board Room,
4317 6th Avenue SE, Suite 101, Lacey, WA 98503

The Home Care Quality Authority Board consists of nine members appointed by the governor. Each board member serves a term of three years (RCW79.39A.230). The board includes at least five members who are currently using or have formerly used in-home care services.

For more information about HCQA and our Board visit www.hcqa.wa.gov



HCQA Bits and Pieces

Bring Your Daughter or Son to Work Day (June 25th) found HCQA staff enjoying the company of Janell Kearin's two daughters, EmmaLee (in photo at far left) and Kassandra (far right), as well as her son Jeremy. Son, Landon, age three, opted out of the office day. They enjoyed learning about HCQA and we enjoyed their smiling faces!

Home Care Quality Authority

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